

Therapeutic Communications



Topics




- ⌘ What is Communication?
- ⌘ Factors Affecting the Paramedic Interview
- ⌘ Developing the Patient/Paramedic Relationship
- ⌘ Nonverbal Communication Skills
- ⌘ Listening and Feedback Techniques
- ⌘ Difficult Communication Situations

What is Communication?



- ⌘ Define
- ⌘ How do we communicate in our everyday lives?
- ⌘ Factors Leading to Communication failures

The Patient & Paramedic Relationship



⌘ Building Trust & Rapport

- ☑ First Impressions are CRITICAL!!!
- ☑ Address the Patient Professionally & Appropriately
- ☑ Use voice tone & inflection to demonstrate concern, confidence and reassurance
- ☑ Explain your actions and concerns to the patient using words he/she understands
- ☑ Choose the style of communication most appropriate for the situation

The Patient & Paramedic Relationship



⌘ Building Trust & Rapport

☑ Address the Patient Professionally & Appropriately

- ☒ What is your (the paramedic) name? Who are you?
- ☒ Establish eye contact
- ☒ "And your name sir?"
- ☒ "Hi Sweetie. My name is Joe Bob and I'm here to help"
- ☒ "Sir, stop giving me sh____ and just listen"
- ☒ "Sir, What was your name again?"
- ☒ Be nice, polite and respectful EVEN to those who you feel don't deserve it

The Patient & Paramedic Relationship

⌘ Building Trust & Rapport

- ☒ Use voice tone & inflection to demonstrate concern, confidence and reassurance
 - ☒ Calm and moderate volume level at a moderate pace
 - ☒ Demonstrate concern and compassion
 - ☒ Watch your non-verbal communication signals
 - ☒ "Hey partner. I forgot. What's that drug we should give to someone having a heart attack"?
 - ☒ "Well son, you deserve to get shot if you go around holding up banks."
 - ☒ "Ma'am. If you don't want to go to the hospital let me know so that I can go back to bed"

The Patient & Paramedic Relationship



“Oh it’s just a homeless guy, not a real patient”

The Patient & Paramedic Relationship



⌘ Building Trust & Rapport

☑ Explain your actions and concerns to the patient using words he/she understands

☑ Be honest

☑ Explain, in simple words, why you are doing something

☑ Warn before causing pain

☑ Let the patient know what to expect

The Patient & Paramedic Relationship



⌘ Building Trust & Rapport

- ☑ Choose the style of communication most appropriate for the situation
 - ☑ A calm, concerned voice generally works for most cases
 - ☑ May need to switch to more authoritative tone and expressions

Non-Verbal Communication Techniques



⌘ Position & Location

⌘ Patient Expressions & Actions

Non-Verbal Communication Techniques



⌘ Position & Location

☒ Interpersonal Zones(*)

- ☒ comfortable distance defined by the patient
- ☒ enter “personal space” with caution
- ☒ varying eye levels
- ☒ stance of the paramedic
- ☒ compassionate touch if appropriate

☒ Location

- ☒ Sitting on patient’s bed

Non-Verbal Communication Techniques



⌘ Patient Expressions & Actions

- ☑ Patient relocates himself/herself
- ☑ Expressions of fear, anxiety, pain, anger
- ☑ Difficulty with speaking or attentiveness
- ☑ Obviously abnormal mood such as depression, sadness, or apathy

Listening & Feedback Techniques



⌘ Tips

- ☒ Silence
- ☒ Reflection
- ☒ Facilitation
- ☒ Empathy
- ☒ Clarification
- ☒ Confrontation
- ☒ Interpretation
- ☒ Explanation
- ☒ Summarization